

# Comparisons of Job Characteristics

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Telemarketers (41-9041)**

[Compare Knowledge](#)

[Compare Skills](#)

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<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 57

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Telemarketers (41-9041)**

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Sales and Marketing	5.2	15.1	4.4	<< Extensive education and/or training may be required
Communications and Media	5.3	7.4	4.4	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 90

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Telemarketers (41-9041)**

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Speaking	10.8	13.5	12.3	0 Current skill level may be sufficient
Persuasion	7.4	12.8	10.6	< A higher skill level may be required
Active Listening	11.0	12.7	12.6	0 Current skill level may be sufficient
Service Orientation	7.9	10.3	11.6	> Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 89

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Telemarketers (41-9041)**

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Expression	12.4	14.0	13.3	0	Current ability level may be sufficient
Speech Clarity	10.2	12.6	11.8	0	Current ability level may be sufficient
Oral Comprehension	12.5	12.4	13.1	0	Current ability level may be sufficient
Speech Recognition	9.9	10.3	11.8	>	Current ability level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 84

**Focus Occupation: Customer Service Representatives (43-4051)**  
**Associated Occupation: Telemarketers (41-9041)**

Work Activities	Exclusivity of Activity
Calculate rates for organization's products or services	77
Collect deposit or payment	78
Fill out business or government forms	42
Interview customers	71
Maintain records, reports, or files	5
Provide customer service	14
Sell products or services	69
Use computers to enter, access or retrieve data	3
Use telephone communication techniques	62

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

**Focus Occupation: Customer Service Representatives (43-4051)**  
**Associated Occupation: Telemarketers (41-9041)**

Tools and Technologies	Exclusivity
Tools and technology data is unavailable for one or both occupations.	

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.